



Monday, September 5, 2011

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street W.
Washington, DC 20054

Re: Sorenson Communication 10 Digit Phone Number Request

Dear Mrs. Dortch,

myVRS Relay Central LLC recently made a formal request to Sorenson Communications via Videophone on August 24, 2011 for a new 10 digit local phone number for the new app called nTouch Mobile for my iPhone 4.

Since then no actions has been taken so I made 2nd videophone call request to Sorenson Communications last Saturday, September 3, 2011 and the customer service informed me that no one took action and said the request was never put in requested and was ignored. They advised me they will contact supervisor to get approval for new 10 digit phone number.

I confirmed the customer service I am filing complaint with FCC because taking over 2 weeks for a new phone number is unacceptable and unprofessional. Therefore, I made several request for new 10 digit phone numbers with other VRS providers and most of them to complete within 2-3 days.

Sorenson Communications has failed to meet my exceptions and there are pretty large number of complaints with other deaf customers has the same problem I have. I advised everyone to file a complaint with FCC.

Very Truly yours,

A handwritten signature in black ink, appearing to read 'Joe Brzezowski', with a long horizontal flourish extending to the right.

Joseph Brzezowski
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